



U.S. Department of Veterans Affairs
Veterans Health Administration
South Texas Veterans Health Care System

Veteran-Directed Home & Community-Based Services (VD-HCBS)

Veteran Directed - Home and Community Based Services (VD-HCBS) is a program of the Department of Veterans Affairs (VA) home and community-based service (HCBS) for Veterans who need significant support to remain safely in the community and avoid nursing home placement, live independently, and manage self-directed care. As a participant VD-HCBS program allocates a budget for Veterans to pay for their care. VD-HCBS empowers Veterans to choose and manage services and supports in their own homes as an alternative to living in a long-term care facility. The Veteran or the Veteran's Representative ("Employer") hires, supervises, evaluates, and pays the Employee to provide specific services and supports that the Veteran needs to live in his or her own home. Tax ID number (TIN) or Employer Identification Number (EIN) is required for all providers to engage in VD program

Veterans can pay for a wide range of goods and services with their budget.

Personal Care Services are services provided to support the health and wellbeing of an individual in their home

Service Assessment/ Plan of Care Development (case management) are the initial assessment and case set-up fees that go to the Aging and Disability provider as a one-time payment at the beginning of VD-HCBS services being provided.

Budget - The monthly amount allocated for the Veteran to spend to acquire their long-term care services and supports.

Financial Management Services - Financial Management Services (FMS) are those services that assist Veterans' managing their budgets. FMS provides payroll services to assure that hired workers are paid appropriately and reimburse purchases of the Goods and Services using the Spending Plan as the guide to determine which services are authorized by the VAMC. Fees for the FMS are included in the Aging and Disability Network provider's administrative fees.

All purchases of Goods and Services are approved by the VAMC VD-HCBS Coordinator when they approve the Spending Plan. In a Spending Plan, Personal Care Services are hands-on care

provided by a worker hired by the Veteran or the Veteran's representative.

Purchased HCBS Case Mix and Budget Tool-An assessment tool which determines the Veteran's level need for home services. Money that a Veteran does not spend from his or her budget in a given month may, within limits, be kept available to the Veteran in the form of savings. The actual savings are held by the VAMC. Some services are large purchases (such as a home modification) or Emergency savings which are savings for unexpected expenses, such as increased care hours should the Veteran fall ill.

| Allowable VD-HCBS Expenditures | Unallowable VD-HCBS Expenditures |
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| <p>Veteran-directed community supports may include traditional goods and services as well as alternatives that support Veterans. There are four general categories of services which may be considered in VD-HCBS:</p> <ol style="list-style-type: none"> 1. Personal Assistance 2. Treatment and training 3. Environmental modifications and provisions 4. Veteran-directed support activities <p>Additionally, the following goods and services that may also be included in the Veteran's budget as long as they meet the criteria and fit into the above categories:</p> <ul style="list-style-type: none"> - Therapies, special diets and behavioral supports not otherwise available through the State plan that mitigate the Veteran's disability when ordered by a VA primary care provider; - Expenses related to the development and implementation of the Veteran's plan; - Cost incurred to manage the Veteran's budget. - Meet identified needs, goals and outcomes in the Veteran's spending plan AND - Improves Veteran's ability to remain safely in their home AND - Addresses activities of daily living or instrumental activities of daily living needs of the Veteran AND | <ul style="list-style-type: none"> - Services provided to Veterans living in licensed foster care or other congregate residential settings; - Services covered by the Veterans Health Administration (VHA), Medicare, or other liable third parties including education, home-based schooling, and vocational services; - Services, goods, or supports provided to or benefiting persons other than the Veteran; - Any fees incurred by the Veteran such as medical fees and co-pays, attorney costs or costs related to advocate agencies, with the exception of services provided as flexible case management; - Insurance except for insurance costs related to employee coverage; - Room and board and personal items that are not related to the disability; - Home modifications that add square footage; - Home modifications for a residence other than the primary residence of the Veteran; - Expenses for travel, lodging, or meals related to training the Veteran or his/her representative or paid or unpaid caregivers; - Experimental treatments; - All prescription and over-the-counter medications, compounds, and solutions, and related fees including premiums and co-payments; - Vacation expenses other than the cost of direct services; |

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| <ul style="list-style-type: none"> - Be the least costly alternative that reasonably meets the Veteran's identified needs; AND - Not be provided or paid for by VA, Medicare, Medicaid, TRICARE, or other or other agency organization, program service, or insurance AND - Not be the responsibility of the homeowner to maintain, repair or replace - Laundry service from a Laundromat or other provider - Limited yard maintenance when access to and from the Veteran's home and/or vehicle would be impeded due to a lack of maintenance - Cost of changing locks at the Veterans home, as necessary when the Veteran's direct care worker ceases employment - Expenses related to the development and implementation of the Veteran's spending plan, such as background checks for workers and worker's compensation insurance - Therapies and behavioral supports not otherwise available that mitigate the Veteran's disability when ordered by a VA primary care provider - Costs incurred related to the management of the Veteran's budget or responsibilities | <ul style="list-style-type: none"> - Vehicle maintenance (can cover maintenance to modifications related to the disability); - Tickets and related costs to attend sporting or other recreational events; - Animals, including service animals, and their related costs; - Costs related to internet access. - Yard services performed employee - Bonuses - Homemaker/Home Health Aide services - Outpatient Respite Care services |
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Employee Orientation Packet includes forms that must be completed prior to employees starting to work.

Criminal background check and registry check required prior to starting to work. You may not start work until that check has been completed.

The Veteran has completed certain forms that officially make the Veteran an employer

As an "Employer of Record," the Veteran or the Veteran's Representative has certain responsibilities:

- Help the new Employee to complete the Employee paperwork (supplied by the FMS). The FMS will process all the paperwork

- Review, approve and submit time sheets to the FMS on time, through the mail, scan, email, or by fax, so that Employees are paid for their work on a timely basis.
- Train the Employee in what the Veteran expects the Employee to do and how the Veteran wants it to be done.
- Provide the Employee a safe environment in which to work.

What Services May an Employee Be Asked to Perform?

VD-HCBS allows the Veteran to decide what services, supports and goods will best meet the Veteran's community living needs. Each Veteran's service plan and Employee job descriptions are individualized based on the Veteran's needs.

Below are examples of tasks that you may be asked to perform as an Employee of the VD-HCBS Program:

Homemaking Services: These include, but are not limited to, laundry, sweeping and mopping floors, dusting, changing linens, cleaning the bathroom (Toilet tubs/showers, sinks & floors), cleaning the kitchen (loading/unloading dishwasher, hand washing dishes, washing off countertops, sinks, floors, and stovetops as needed). This may also include the preparation of meals, home management, and/or escort services.

Personal Care Services: These include, but are not limited to, the following assistance to the Veteran: getting in and out of the shower or bath tub, bathing, getting on/off the toilet, brushing teeth/dentures, grooming and dressing the Veteran or providing verbal prompts to help the Veteran do these tasks for their self, reminding the Veteran to take medication or placing pills from a medication minder into the hands of the Veteran and verbally reminding or physically guiding the Veteran to take them.

In-Home Respite Care: Respite care provides short term breaks for family members or friends who are caring for the Veteran. The purpose of respite is to relieve stress, restore energy, and promote balance in family caregivers of the Veteran. Services may last from a few hours to overnight. Respite services may include meal preparation, housekeeping, assistance with personal care and/or social and recreational activities and require supervision of the Veteran in the absence of family members.

Escort Services: Accompanying and assisting the Veteran on appointments. These include, but are not limited to, driving a vehicle to take the Veteran to an appointment, accompanying the Veteran on mass transit or accessible transportation, assisting the Veteran (who may be walking or may be handicapped and using a walker, wheelchair, white cane or other device) in and out of a building or vehicle, accompanying the Veteran into the appointment, assisting the Veteran in understanding and filling out forms, and asking questions for the Veteran to assure the Veteran receives the service that is sought.

Shopping or Running Errands: Shopping with or without the Veteran. If the Employee uses the Veteran's vehicle, no mileage is paid. If the Employee uses his own private vehicle for travel, mileage may be reimbursed if 1) an agreement has been written with the Veteran concerning the rate of reimbursement and 2) the Employee submits a log provided by the Veteran that records the date, time, distance and destination of the trip and the purpose of the trip.

Socialization Support Services: The Employee may accompany the Veteran to activities such as education or exercise classes, support groups, movies, or other social engagements as indicated by the Veteran.

Transportation: The transportation required for socialization or medical support with the designated Employee may be reimbursed with prior approval and documentation in the Spending Plan and Budget. Provision of transportation assistance may include an escort for a Veteran who has special needs (physical or cognitive) when using regular vehicular transportation.

Contracted Services/Chore Maintenance Initial and/or periodic heavy cleaning chores. Some initial assessments may reveal that a home is unhealthy due to prior neglect of Household chores by the Veteran. Chore maintenance allows a heavy-duty level of cleaning to get the home into a healthy environment for the Veteran. This may include removal of trash and debris from the home, heavy cleaning (scrubbing floors, washings walls, washing outside windows) moving heavy furniture, yard clean-up, and walk maintenance and repair.

Veteran Roles and Responsibilities



VD-HCBS Participant Rights and Responsibilities

RIGHTS

- I have the right to live as I choose, in my own home, as independently as I desire
- I have the right to be treated with dignity and respect
- I have the right to privacy and confidentiality
- I have the right to create a budget and options plan that meet my needs within the guidelines of the program at any time
- I have the right to change my budget and options plan to meet my needs within the guidelines of the program at any time
- I have the right to a monthly report on how my budget is spent
- I have the right to bring whomever I wish to all meetings pertaining to the program
- I have the right to an explanation of all services and procedures for billing
- I have the right to refuse services and terminate my participation in the program at any time
- I have the right to submit a complaint about any aspect of the program
- I have the right to submit an appeal if I am discharged from the program

REQUIREMENTS AND RESPONSIBILITIES

The requirements and responsibilities to participate in the Veterans Directed Home and Community Based Services (VD-HCBS) program are:

- Demonstrate the required skills and abilities needed to self-direct employees, or designate an Authorized Representative to do so
- Actively participate in developing my VD-HCBS Service Plan and Monthly Spending Plan
- Review my VD-HCBS Budget monthly statement and monitor all expenditures to ensure that I do not exceed my monthly service amount
- Complete all necessary forms and provide information to the Financial Management Agency to ensure compliance with tax and labor laws
- Manage my employees by:
 - Recruiting and hiring my employees
 - Setting job duties and training my employees
 - Paying my employees a fair and legal wage
 - Setting my employees' schedules in advance and reviewing time sheets to ensure they are correct

- Supervising my employees' daily activities and reviewing the adequacy and quality of their work
- Ensuring a safe work environment for my employees
- Treating my employees with dignity and respect
- Notifying the Financial Management Agency and Options Counselor immediately if you choose to no longer employ a worker
- Develop an emergency back-up plan in case my worker is not available
- Notify my Case Manager immediately if I am admitted to the hospital or other medical facility
 - For inpatient or long-term care placement stays which continues beyond 15 days, you will be placed in an inactive status, at which time all payments will cease until you are discharged home
 - Long term care placement outside of the home over 35 days could result in being discharged from the program
- Oversee the activities of any other service providers
- Responsible for all required paperwork and adhering to all tax and labor laws
- Provide timesheets on the scheduled due date to the FMS and AACOG case manager
- Contact FMS for all issues concerning timesheet and payroll issues before contacting the AACOG case manager
- Be available at home for scheduled visits and allow VD-HCBS/FMS staff to enter the home for any scheduled visits.
 - Failure to comply on two or more occasions may result in discharge from the program
- Have a working telephone. In order for this program to work, you must have consistent and reliable telephone contact methods. For this reason, as well as for your personal safety, you will need to have access to a working phone (land line or cell phone) in your home. It is your responsibility to communicate your phone number to your case manager, as well as keep them informed of any changes to the same. If you are having problems with your home telephone service, please contact your telephone provider, and let us know as soon as possible. If you are going to be away from home, please provide your case manager with an alternate means to reach you.
- Treat VD-HCBS staff with courtesy and respect
 - Verbal or physical threats or abuse or harassment of any kind by anyone interacting with VD-HCBS/FMS staff may result in discharge from the program.
- Weapons must be secured in a locked location while VD-HCBS/FMS staff are in the home.
- Animals must be restrained in or on the property while VD-HCBS/FMS staff are present
- No illegal drug use of any kind by anyone in or on the property.

- No smoking and/or alcohol use or drunken behavior during VD-HCBS/FMS staff visit. This includes other family members or friends who are present during the visit.
- Home environment must be safe and non-threatening for the Veteran and VD-HCBS/FMS team members, as well as an appropriate venue in which to deliver and receive services.

Welcome to South Texas Veterans Health Care System Veteran Directed-Home and Community Based Care Services

If you have questions, feel free to contact us.

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